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# PURCHASING USER MANUAL

## BROWSER SETTINGS, PDF DOCUMENT OR DIALOGUE BOX ISSUES

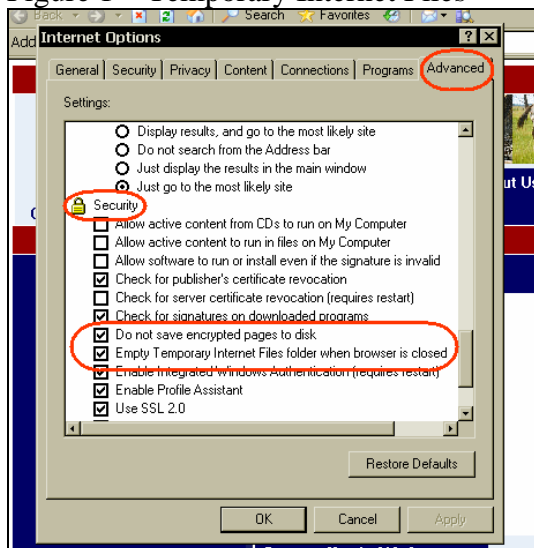
### INTRODUCTION

A variety of problems may be related to specific settings on a users' computer. To solve these, you may need to make following changes to your browser settings, to Adobe Reader settings, or to your monitor settings. If more than one user signs on to a computer, be sure to change the settings for each user profile.

### INTERNET EXPLORER SETTINGS

1. Open Internet Explorer.
2. Select the **Tools** menu, then **Internet Options**.
3. Click the **Advanced** tab.
4. Scroll down to the **Security** section and check the **Empty Temporary Internet Files folder when browser is closed** check box.

Figure 1 – Temporary Internet Files



5. Click **Apply**.

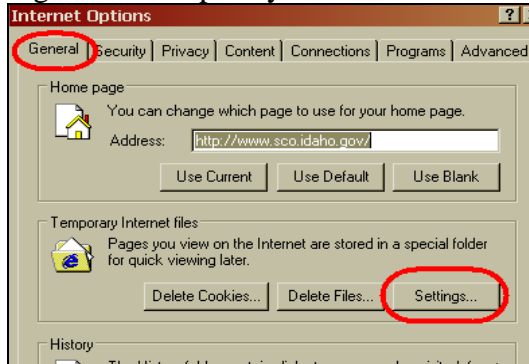
### **Saving Encrypted Files to Disk**

In the screenshot above, note the **Do not save encrypted pages to disk** option. You can check this to comply with other SCO applications such as I-Time or other secure Internet sites. However, if you also use IBIS, you may need to leave this unchecked in order to download or open reports in, for example, MS Excel.

## **TO CHECK FOR NEWER VERSIONS OF STORED PAGES**

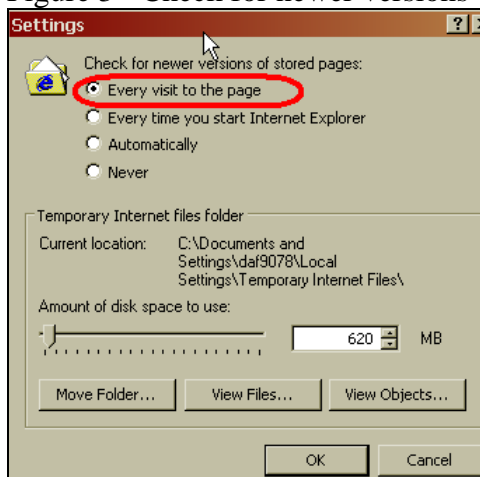
1. Open Internet Explorer.
2. Select the **Tools** menu, then **Internet Options**.
3. Click the **General** tab.
4. In the **Temporary Internet files** section, click **Settings**.

Figure 2 - Temporary Internet Files Settings



5. In the **Check for newer versions of stored pages:** section, select **Every visit to the page**.

Figure 3 - Check for newer versions or stored pages



6. Click **OK** and click **OK** again.

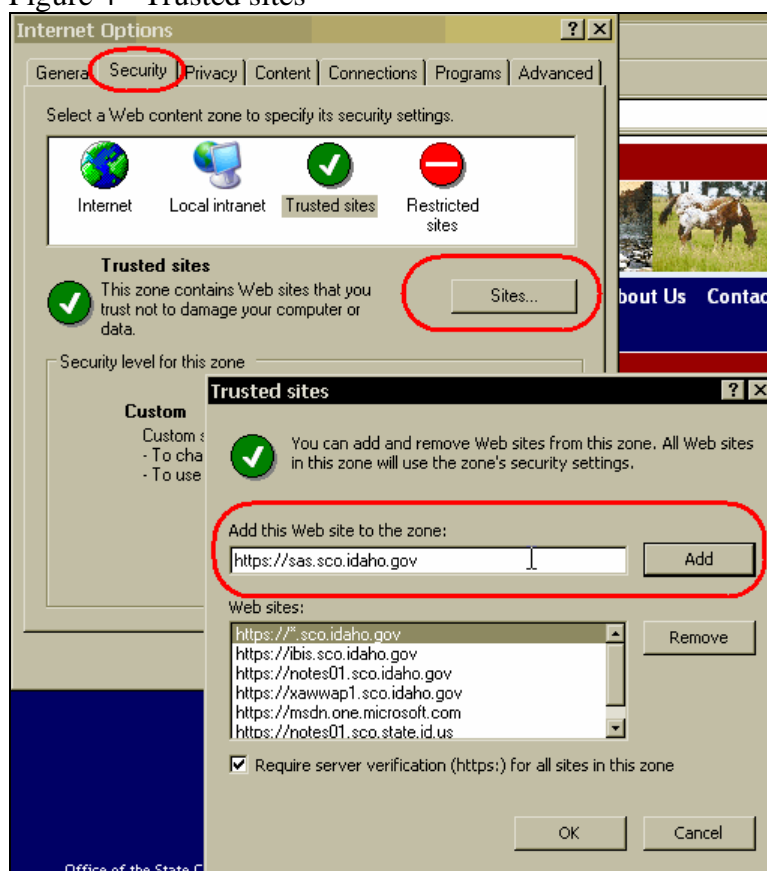
NOTE: You may need to close Internet Explorer and re-open it for the settings to take effect.

## TO ADD TRUSTED WEB SITES

Add SCO Web sites to your list of Trusted Sites in Internet Explorer:

1. Open Internet Explorer.
2. Select the **Tools** menu, then **Internet Options**.
3. Click the **Security** tab.
4. Click **Trusted Sites**.
5. In the **Add this Web site to the zone:** field, type:  
https://sas.sco.idaho.gov  
You may also need to add: https://www.sco.idaho.gov  
(Some PCs may be able to use https://\*.sco.idaho.gov)

Figure 4 - Trusted sites



6. Click **Add**, click **OK**, and then **OK** again. NOTE: You may need to close Internet Explorer and re-open it for the settings to take effect.

## TO CONFIGURE INTERNET EXPLORER POP-UP BLOCKER

Payment Services displays reports, etc in pop-up windows. Be sure your pop-up blocker is configured to allow pop-ups from one or more of the following sites:

- sas.sco.idaho.gov
- \*.sco.idaho.gov

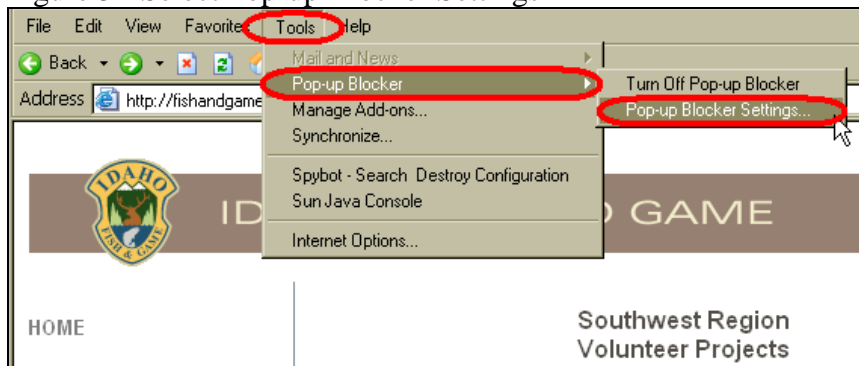
or

- \*.idaho.gov

You may need to add the SCO Web sites to the Pop-up blocker settings using these steps:

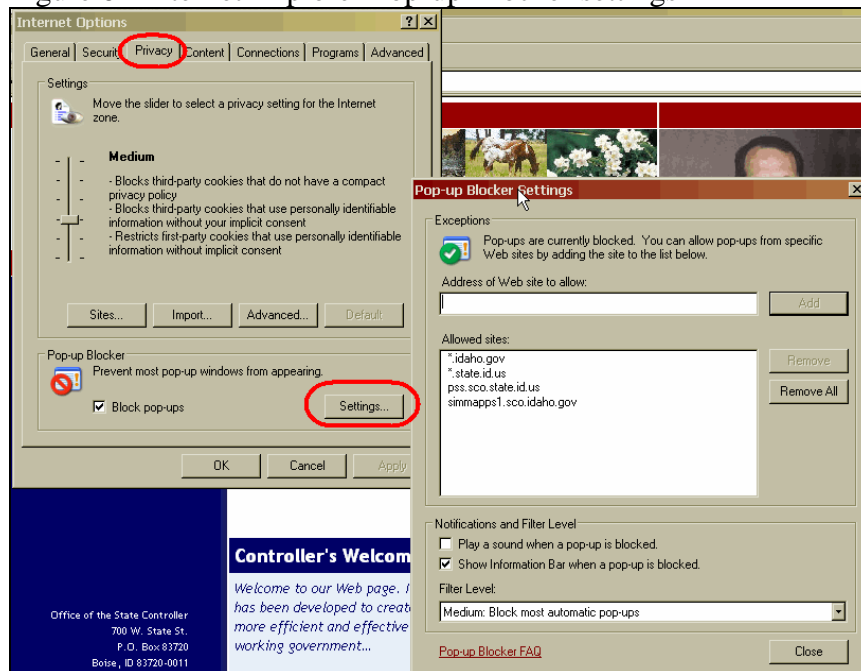
1. Open Internet Explorer.
2. Click **Tools**, select **Pop-up Blocker**, and then **Pop-up Blocker Settings...**

Figure 5 - Select Pop-up Blocker Settings



- a. If you do not have this menu option, click **Tools**, then **Internet Options**.
- b. Click the **Privacy** tab.
- c. In the **Pop-up Blocker** section, click **Settings**.

Figure 6 - Internet Explorer Pop-up Blocker settings



3. In the **Pop-up Blocker Settings** dialogue box, **Address of Web site to Allow:**, type the URL of these web sites one at a time, and click **Add** after typing each Web site:
  - www.sco.idaho.gov
  - sas.sco.idaho.govor type the following URL using the asterisk wildcard:
  - \*.idaho.gov
4. Click **Close**.
5. Click **OK**.

NOTE: You may need to close Internet Explorer and re-open it for the settings to take effect.

## TO UNINSTALL BROWSER TOOLBARS

Browser toolbars, such as Yahoo or Google toolbar, are sometimes installed into your browser as part of the installation of Adobe Reader, Java, or other software. These toolbars can also block pop-ups. A toolbar typically can be uninstalled using Windows Control Panel, Add or Remove Programs.

Look for the toolbar under the URL or Address section of the browser.

Figure 7 - Example of the Google toolbar

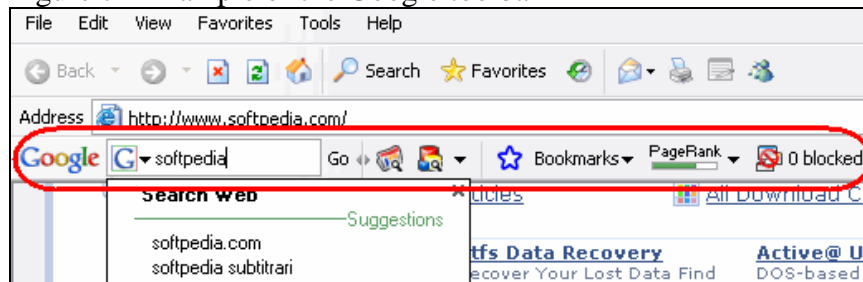
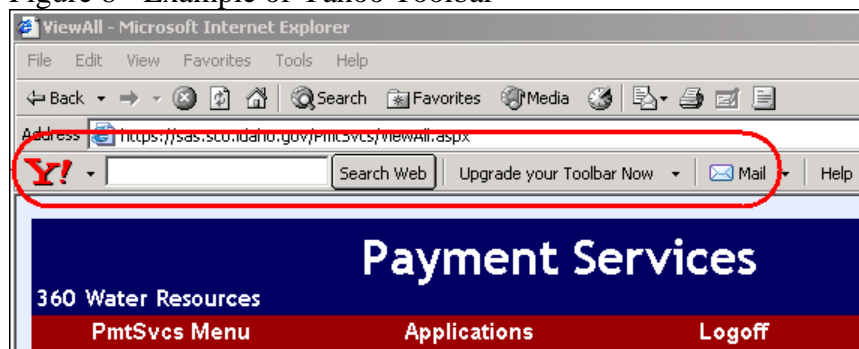


Figure 8 - Example of Yahoo Toolbar



## ADOBE PDF DOCUMENT ISSUES

If you are having problems with documents that the web applications present in PDF format (such as PDF reports), try the following suggestions.

### TO RE-INSTALL ADOBE READER

Re-installing Adobe Reader or install the latest version. [Click here to go to Adobe's Web site](#). During the download or installation, be sure to uncheck or disable any option to install a browser toolbar. You can also try another PDF reader, such as Foxit.

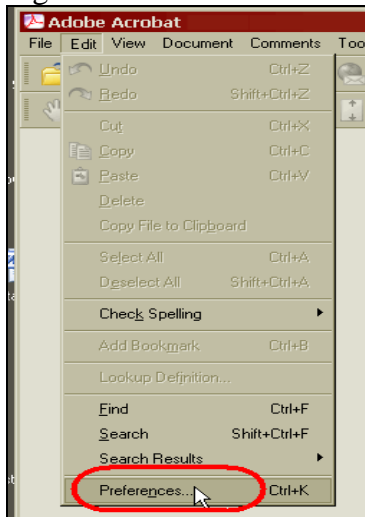
Note that if you have Acrobat Professional or some other PDF software (e.g., Foxit), you do not need Adobe Reader. In many cases, installing both Reader and Acrobat can cause problems.

### TO CHANGE ADOBE PREFERENCES OR SETTINGS

If you cannot re-install/upgrade Adobe reader, try the following:

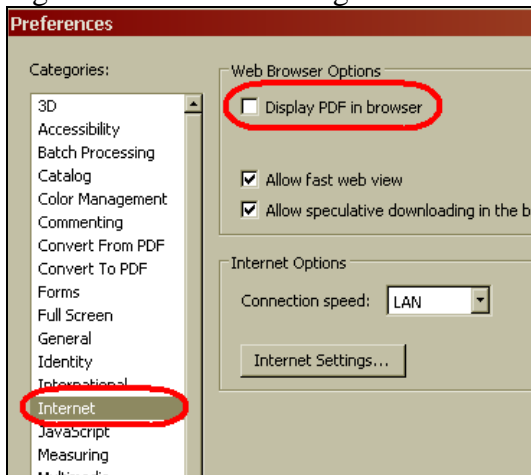
1. Open Adobe Reader.
2. Click **Edit**, and then **Preferences**.

Figure 9 - Adobe Preferences



3. Select **Internet**.
4. Clear the **Display PDF in browser** check box. (On most computers, this setting is checked, but you should try unchecking it as a workaround.)

Figure 10 - Internet settings



5. Click **OK**. You may be prompted to restart your computer.



## VIEWING A DIALOGUE BOX OR SCROLL BAR

If you do not have the application maximized or your monitor settings are too low, you may not be able to view some dialog boxes completely, such as a Vendor Look Up dialog box. For example, you may not be able to see the scroll bar of the dialog box. *Be sure to maximize the application window.*

Computer monitor and video card settings, however, vary among make and model, so you may have to experiment with your settings if the issue you have is related to the monitor settings. NOTE: Setting a font size or text size in the browser or monitor setting should not have an effect because Web applications will supersede it.

## TO CHANGE MONITOR SETTINGS

Adjust your monitor's screen resolution depending on the size of your monitor (or laptop screen) and the capabilities of your video card.

1. Right click on your Windows desktop.
2. Click **Properties**.
3. Click the **Settings** tab.
4. Try using a 1024x768 **screen resolution**. Use other resolutions if you still cannot view dialog boxes completely.

Figure 11 - Screen Resolution

